

County of San Diego Clerk of the Board of Supervisors

2003-2004 Annual Report

CONSISTENTLY EXCELLENT



Responsible for efficient and effective administration of Clerk of the Board services and programs | Serve as Executive Officer to the Board of Supervisors providing support to the Board Offices | Establish and carry-out department Mission, Goals, Code of Ethics and policies and procedures | Design and implement departmental responsibilities consistent with values which are systems thinking, future-oriented, focus on participative management, and which place value on persons and is service oriented | Attend and provide support to Chair and Board Members at meetings and serve as Clerk at Board and Special District meetings | Administer and ensure compliance with County policies and procedures | Process, track and maintain files of referrals of communications to the Board, Chief Administrative Office and county departments | Provide support to each Program of the department | Coordinate communication with staff, via Clerk's Electronic Bulletin Board, maintain official Department bulletin board, suggestion box | Coordinate with Board offices for execution of documents, and docketing of agenda items | Respond to Board member and staff inquiries and referrals and act as a resource to other county departments in regard to Board actions | Respond to public inquiries and provide assistance and/or referral as appropriate | Support and be actively involved in Departmental Equal Employment Opportunity Policy and Program | Update and maintain department Executive Office Codes and Manuals library | Maintain schedule for Department Conference Room | Receive and process mail and communications | Execute documents on behalf of the Board and Special Districts | Review and make recommendations on proposed legislation | Participate on task forces and working groups as appropriate | Serve on the County Executive Team and carry out leadership responsibilities, Chief Administrative Officer/County Mission Statement, administrative policies and strategic directions of the County | Act as liaison with other government entities | Represent the County at statewide professional organizations related to the Office of Clerk of the Board of Supervisors | Serve as Parliamentarian to the Board of Supervisors and Special Districts | Oversee departmental personnel processes such as interviewing, hiring, training and disciplinary actions and maintain related files | Assist Departmental Employee Recognition Committee | Oversee quality review programs, such as Customer Survey program and Total Quality Management procedures | Manage departmental resources efficiently including preparation and monitoring of Department and Board General Office Program and Line Item Budgets | Prepare CRs (Communications Received) and FCs (Filed Communications) | Maintain and update fixed assets inventory for Clerk of the Board and Board of Supervisors General Office | Procure services and supplies, minor tools and equipment and fixed assets for Clerk of the Board and Board General Office, and assist Board Offices in this function | Prepare and process trust fund reports | Prepare fiscal claims for Clerk of the Board, Board General Office and BOS & staff | Process payment and renewal of PO's and BPA's for the department | Communicate fiscal updates and deadlines to BOS staff | Maintain and update BOS Special Events Trust Fund balances | Responsible for maintaining Lobbyist Lists database, quarterly and annual (with client listing) distribution, receipt and processing of forms, maintaining appropriate files and responding to inquiries related to the Lobbyist Ordinances | Maintain Conflict of Interest Codes, prepare annual distribution and receive and process Conflict of Interest filings, conduct biennial code review (even years), maintain files and respond to inquiries related to Conflict of Interest | Prepare and maintain Roster of County of San Diego Boards, Commissions and Committees, process appointments and vacancies, maintain appropriate files and reports, and respond to inquiries regarding Boards, Commissions and Committees | Prepare and maintain Roster of Appointments of Members of Board of Supervisors to Boards, Commissions and Committees | Responsible for the Master Calendar | Process recordation of maps | Receive subpoenas, summons, and appeals documents for Board of Supervisors, Clerk of the Board and County of San Diego | Maintain official County documents (Charter, Board Policy Manual, Administrative and County Codes) and manage records | Prepare administrative records | Maintain Board of Supervisors tape cassette and video tape library | Responsible for updates to County Code, Administrative Code, Board of Supervisors Policy and Zoning Ordinance | Responsible for document numbering log | Maintain Lobby Information area | Provide Notary Service to the public | Conduct monthly notary public training | Perform regular audits of notary transactions | Responsible for the destruction of Board of Supervisors records, payroll, fiscal and personnel records in accordance with the retention schedule | Oversee contract compliance for County and Administrative Codes | Assist County Department Volunteer Programs with referrals to United Way Volunteer Center and other volunteer resource agencies/organizations and other assistance as appropriate | Research Board of Supervisors records and recover revenue as appropriate | Coordinate suggestion awards program | Prepare and manage Public Services Fiscal Year (Operational) Budget | Process parking permit forms | Maintain conference rooms schedules | Account for revenues and fees as appropriate | Coordinate and maintain Clerk of the Board Home Page on Internet | Prepare payroll and/or fiscal claims for Clerk of the Board, Board General Office, Board of Supervisors and staff, Assessment Appeals Boards, APCD Hearing Board, County Hearing Officers, and maintain related files | Assist and provide staff information on employee benefits | Public Agencies: Annual filing with the State of changes in officers of certain Public Agencies, i.e., County Service Areas, Special Districts such as Air Pollution, Flood, Sanitation, etc. | Accept United States Passport applications | Issue Money Orders | Process payments for wire transfers on money orders sold | Process deposit permits on checks and cash received | Operate cash register | Prepare and maintain Facilities Services work orders | Process applications for CAC events by non-governmental entities and outside users | Art Halls/Art Walls | Collect dishonored personal checks | Maintain petty cash and change funds | Monthly deposit reconciliation | Process service awards for COB and BOS staff | Process records for microfilming | Upload microfilm reel and frame information to Cyberdocs | CAC information referral | Responsible for emergency, routine, corrective, major, grounds, security, maintenance and space planning services for the County Administration Center | Responsible for maintaining and improving life and fire safety conditions of the County Administration Center | Establish policies and processes for County Administration Center | Prepare work orders, major/minor maintenance | Provide for the efficient operation of facility systems and effective management of CAC major maintenance projects | Oversee contract compliance relating to County Administration Center complex | including custodial services, security services, uniform maintenance and express services | Prepare and manage Facilities Services Fiscal Year (Operational) Budget | Preserve and maintain the historical features of the building | Account for revenues and fees as appropriate | Prepare and distribute Board of Supervisors and Special Districts Agendas | Prepare and distribute Statement of Proceedings and Minutes for Board of Supervisors and Districts, process documents as appropriate, maintain Ordinance and Resolution logs | Process legal publications requests, and perform other noticing | Provide support to APCD Hearing Board and Assessment Appeals Hearing Board (Clerking, agendas, statements, notices, acceptance of applications, requirements for hearings and/or postings and mailings) | Maintain Redbook/Board Calendar/Statement Tracking Log | Administer Referral Tracking System - referrals from Board meetings | Update and maintain Board Policies and Ordinances on the Internet | Post Agendas and Notices | Provide assistance to Hearing Officers including Nuisance Abatement Hearings and Taxi Cab Hearings | Maintain email subscription lists and distribution labels for the Board of Supervisors and Special Districts Agendas and Statement of Proceedings | Process Closed Session, Administrative Code Section 123 documents, and Community Enhancement applications and contracts | Prepare and manage Legislative Services Fiscal Year (Operational) Budget | Provide support to City Selection Committee | Administer and support carrying out Labor Relations Ordinance by processing Labor Relations documents, maintain files and serve as liaison with Labor Relations office (Unfair Labor Practice, Representation Petitions, Requests to be Recognized) | Process Assessment Appeals applications and mail | Maintain and ensure quality review of Assessment Appeals database | Schedule Assessment Appeals hearings and resets, process stipulations and withdrawals, send meeting notices prepare and transmit agendas and minutes and maintain records and tape cassette library related to Assessment Appeals | Review monthly Assessment Appeals Statistical Report | Process Assessment Appeals Findings | Coordinate mandated Assessment Appeals members' yearly training

Consistently Excellent

“We are what we repeatedly do.
Excellence then is not an act but
a habit.”

- Aristotle

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Mission Statement

Clerk of the Board of Supervisors

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The Clerk of the Board of Supervisors Department is committed to provide consistently excellent service and support to the Board of Supervisors and the people we serve in an efficient and friendly manner.



Aspirations of Our Team:

Works toward a common goal * Develops its members' skills * Efficiently uses its time and talents * Embraces the diversity of its members * Is committed to continuous improvement * Builds morale internally * Performs effectively and produces results * Accepts praise and criticism * Cooperates rather than competes * Maintains a positive attitude toward everyone's ideas * Stays on task * Uses resources wisely * Communicates openly * Teaches and learns from one another * Resolves conflicts effectively * Welcomes challenges * Shares pride in its accomplishments * Celebrates successes!

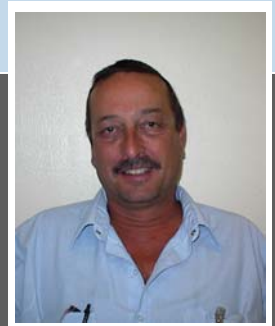


Cristina Carles
Board Assistant I

"I strive to live up to the challenge of our mission statement by performing my tasks in an effective, efficient and friendly manner."

TWO

"It's a real pleasure to be part of a team that constantly changes as it grows in knowledge and strength"



James Parks
Building Maintenance
Engineer

A Message from the Clerk of the Board

Clerk of the Board of Supervisors

2003-2004 Annual Report

John Wanamaker was a pioneer who created the first department store in 1876. He wrote that "It is not the leap at the start but the steady going on that gets there." We in the Clerk of the Board department believe in the steady going on of providing **consistently excellent** service and support to our customers. This is only possible by having a **consistently excellent** team.



We do this by hiring the best people. We use a selection process that includes panel interviews, peer reviews and a thorough reference check to ensure we hire the most qualified individuals who are enthusiastically committed to quality public service. We provide excellent training to our staff. This year we developed an intensive three-week new hire and orientation program. We review performance on a regular basis. In 2000, in an agreement with SEIU, the department implemented a new performance process which focuses on teamwork, customer service and relations, legal/ethical standards, work habits, application of skills and problem solving. We honor and recognize outstanding performance and achievement through our Quarterly, Annual and Clerk's Awards, at regular program meetings and our monthly all-staff meetings. We engage all staff in the development of department goals and celebrate the diversity of our team which makes us strong.

It is not the leap, but the steady going on - a commitment to being **consistently excellent** each and every day - that sets us apart. We were honored this year to receive the San Diego Building Owners and Managers Association (BOMA) Office Building of the Year award. This honor recognizes the Clerk's leadership in the historic renovation and improvements to the County Administration Center as well as our ongoing "best in class" facilities management practices. We were also recognized through the County's Customer Service achieving a 100% rating in the November 2003 Chief Administrative Officer (CAO) customer satisfaction report. This department has the distinction of being the only county department to receive this honor four times since the survey was instituted. During the fiscal year, we also received over 2800 internal customer surveys rating our services as outstanding. These honors have been made possible by the **consistently excellent** performance of the Clerk of the Board team.

Throughout this report you will see photographs and comments of our staff who make this all possible. On behalf of all of us in the Clerk of the Board department, I am pleased to present our Annual Report for 2003-2004.

A handwritten signature in black ink that reads "Thomas J. Pastuszka".

Thomas J. Pastuszka
Executive Officer/Clerk of the Board of Supervisors



David Hall
Chief Deputy Clerk

"Calvin Coolidge said that nothing in the world can take the place of persistence. The Executive Office helps sustain the department's culture of excellent service by consistently acting in a manner that reflects esteem for our customers."

"The Executive Office sets the example for the department. We effectively communicate service expectations to the staff and include staff in the problem solving and goal setting necessary to meet those service expectations."



James Browning
Chief Deputy Clerk

San Diego County Board of Supervisors

Clerk of the Board of Supervisors

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Greg Cox
Supervisor
District One



Dianne Jacob
Supervisor
District Two



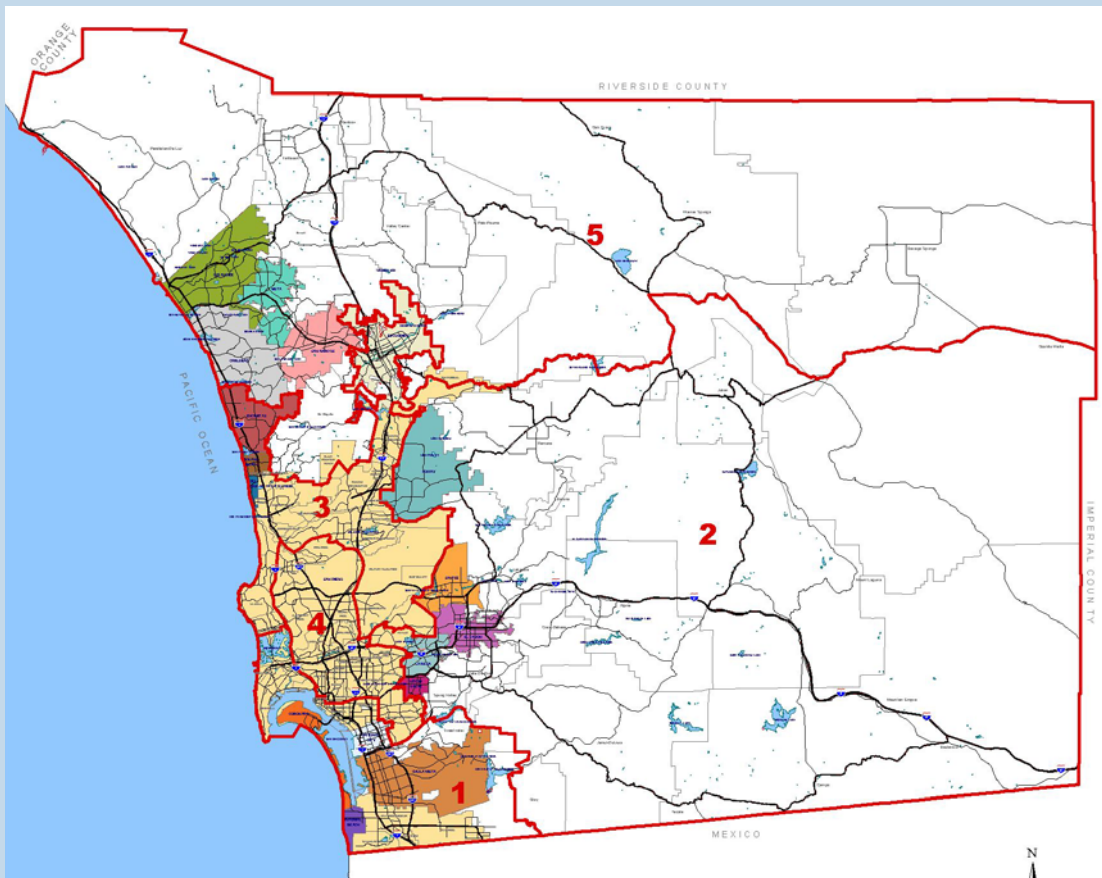
Pam Slater-Price
Supervisor
District Three



Ron Roberts
Supervisor
District Four



Bill Horn
Supervisor
District Five



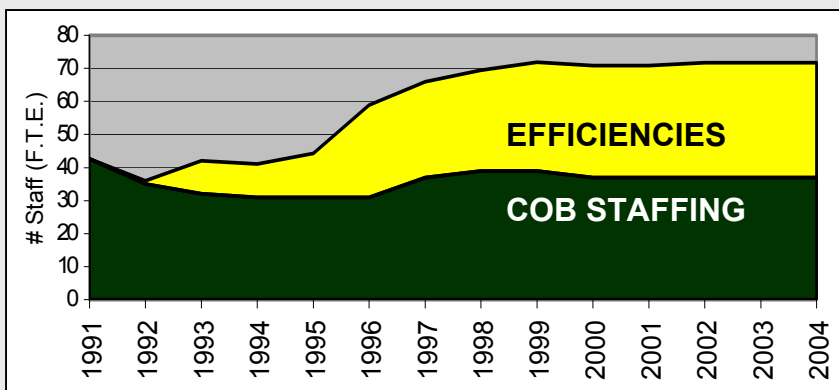
“The Noblest Motive is the Public Good”

Consistently Excellent Service Delivery

The way the Clerk of the Board Department operates today is the result of a continuous effort in pursuit of consistently excellent service delivered in an efficient manner. An evaluation of staffing requirements, service delivery timeframes, and customer survey results illustrates how we do our work cheaper, faster and better. By focusing on the use of technology and the streamlining of operations to create efficiencies, the department has managed to consistently deliver more results using fewer resources.

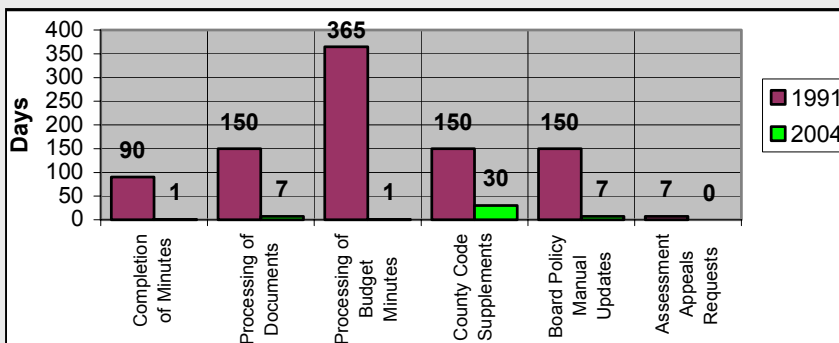
Staffing Efficiencies

In 1991, there were **42.39** staff in nine programs. Since then, a number of tasks have been transferred to the Clerk of the Board from other departments, and several major new initiatives have been undertaken. The tasks transferred and new initiatives would have brought the staffing to 71. **Despite that, the department operates today with 37 people in 4 programs, fewer staff than in 1991.**



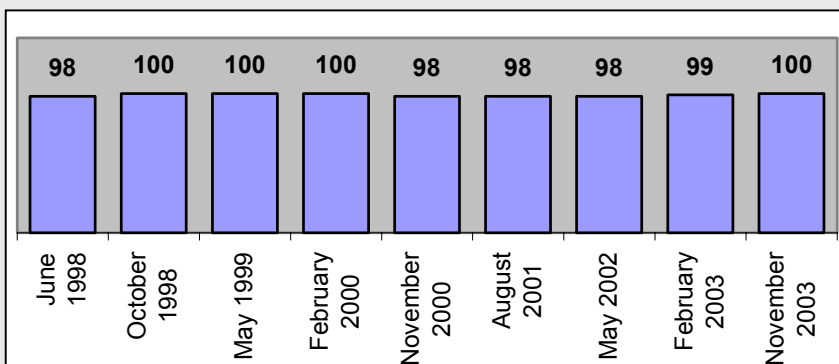
Process Improvements

The department's pursuit of efficiencies has resulted in a substantial reduction in the timeframes required to deliver the products and services we provide. We have achieved many of these dramatic improvements through the use of automation to replace what were once manual and labor-intensive activities.



Customer Satisfaction

Our quest for consistently excellent service has been borne out by the CAO's customer satisfaction reports. The Clerk of the Board is continually rated among the highest departments in the county. The office has also received over 10,700 internal customer survey cards since 1991, providing us with the highest ratings in the areas of helpfulness, courtesy and professional knowledge.



Through a focus on our mission, customer service and emphasizing staff participation, the department has consistently delivered more results using fewer resources. We have automated all areas of the department, utilized new technology and streamlined procedures. We have created new job classifications, which focus on work teams and provide a career ladder for employees in the department. We believe that excellence results from a never-ending commitment to improvement. This commitment is evidenced by our ability to do things cheaper, faster and better with an assurance of quality.

As part of the department's General Management System (GMS), the staff of the department participate in retreats to develop our Quality First goals, and to identify opportunities to better accomplish our mission. During the Fall 2003 retreats, new-hire orientation and training was raised by our staff as one such opportunity for improvement. The department's Training and Development Committee was then engaged in the process and proposed a framework, which was further developed by the management team.

Through the identification of the issue using our GMS retreats, the efforts of the Training and Development Committee, the work of the management team and all department staff, this year the Clerk of the Board department developed a new hire training and orientation program consisting of the following five elements:

Day One

This component provides new employees with the essential information they should know as soon as they start their job. It includes such things as the emergency evacuation route, the location of the restrooms and the break and lunch schedule.

County Orientation

County Orientation provides an overview of the county and reviews the programs and policies available to improve an employees work experience and laws and regulations that protect their rights.

Boot Camp

Provided by the Executive Team and Program Managers, Boot Camp is an orientation to the Clerk of the Board department. It includes the role of county government, the role of the Clerk of the Board, and the history and mission of this department. It conveys the culture of efficient and friendly customer service and the emphasis on teamwork. This year it included a field trip where new employees were asked to rate customer service received and formed the basis for discussion on high standards expected of Clerk of the Board staff.

Program Orientation

This training conveys to the new employee the role of the program within the department. It covers the tasks performed in the program and the customers that are served by the program. It includes the identification of the procedures and other resources needed to perform the job. Program orientation focuses on helping the new staff understand his/her place in the program.

Position Specific Training

This is structured training on the specific assignments of the new staff. It identifies specific goals and measurements of success. New employees are provided with ample feedback opportunities during their probationary period so that they can gauge their progress.

The results, as illustrated by the comments of our recent hires, have proven worth the investment.



Lakisha Gross

"The training that I received was the best that I have ever had in my entire career. Everyone was amazingly enthusiastic about us new employees getting the training to understand how the department functions. I knew that I was going to be a perfect fit for this cohesive team. It feels like a family!!!"



Diana M. Ortiz

"I was amazed and delighted in the interest that the Clerk of the Board demonstrated. The training sessions were phenomenal - they enhanced my knowledge of the department's mission statement and the expected levels of teamwork that each employee must demonstrate. I am ecstatic about being here, and proud to be part of the team."



Roberta Cruzen

"Having the overall picture of how the department functions and keeps the CAC building running SO well is fantastic. When I pick up a phone, I feel I can help people immediately because I'm knowledgeable about our operations and the information people seek from us. People are very grateful to have that personal attention!"



PROGRAM DESCRIPTION

The Executive Office of the Clerk of the Board provides leadership for carrying out the Clerk of the Board Mission and is responsible for efficient and effective administration of the Clerk of the Board department and Board General Office operations. Provides direct support to the Board of Supervisors, Special Districts, City Selection Committee, and provides administration of Labor Relations Ordinance. Processes and tracks referrals of communications to the Board, Chief Administrative Officer, County departments, and agencies. Prepares and monitors the department and Board district budgets. Responsible for maintenance, security, grounds, landscaping, custodial services and space planning for the County Administration Center (CAC) complex. These responsibilities involve policies and processes for the County Administration Center. Oversees the CAC Master Plan guiding general use plans for the historic County Administration Center. Manages over \$12 million of budgets and trust accounts and administers the 18-acre County Administration Center.

Consistently Excellent Customer Service

We believe that excellent customer service is the result of a continuous, never-ending commitment to improvement. The department's quest for consistently excellent service has been borne out by the CAO's customer satisfaction reports to the Board of Supervisors. The survey on which it is based is designed to query satisfaction levels of customers in the areas of promptness, courtesy, knowledge, receipt of information requested, satisfaction with the results and their overall impression of their visit.

Since the inception of the survey, there have been five occasions when a department has achieved a 100% rating, and on four of those occasions, the department achieving that rating was the Clerk of the Board of Supervisors.



In the most recent customer satisfaction report, carried out in November of 2003, the Clerk of the Board was the only department to achieve a 100% rating. In March of 2004, Wendi Pomerance, the county's Customer Service Manager, presented the Clerk of the Board with a certificate of

appreciation, "in recognition of consistently providing high quality customer service, as exemplified in the countywide customer satisfaction surveys."

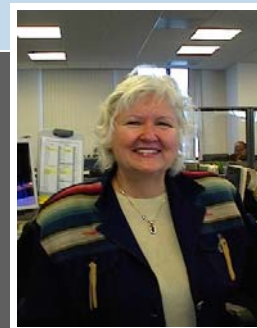
The customer satisfaction surveys, along with the secret shopper, phone shopper and our own internal customer surveys, document the consistently high level of customer service provided by the Clerk of the Board employees.



Ray Mahler
Construction Services
Worker II

"I bring to the department over 30 years of customer service skills--listening to people, being able to decipher what they really want, treating everyone equally and just being myself."

"I think this team does an amazing job and that makes me proud to be a part of it. I like the variety of the work in Legislative Services. I think everyone does, they have all expressed it."



Adair Gomez
Board Assistant III

CAC Wellness Center

This year, a mailroom that was too small to efficiently serve the CAC was combined with a vacant room to create the CAC Wellness Center. The Wellness Center, which is now available to all county staff, is part of an ongoing effort to promote employee fitness and health. The effort was a CAC major maintenance project managed by the Clerk of the Board's Facilities Services program and most of the renovation work was done by Facilities Services staff. Former CFO William Kelly was instrumental in the selection of exercise equipment thanks to his longstanding interest in fitness.

"County staff now have the opportunity to access exercise equipment right here on site," says Chief Deputy Jim Browning. "That's further encouragement for folks to maintain a healthy lifestyle."



Frank Ortega, Human Resources Director Carlos Arauz, Former CFO William Kelly, Supervisor Greg Cox, Thomas Pastuszka, and Jim Browning mark the dedication of the CAC Wellness Center.

2003/2004 ACCOMPLISHMENTS

- Reframed and restored BOS historic art collection.
- Implemented a business recovery plan to ensure continued operations in the event of an emergency or disaster.
- Ensured wheelchair accessibility at all public counters.
- Implemented a quality review of two procedures in each program.
- Participated in Human Resources Job Fair.
- Improved Customer Satisfaction through hard copy customer survey cards, on-line customer surveys, participation in the mystery shopping program, and participation in the county-wide customer satisfaction survey.
- Reformatted 93 Board Policies on the Internet.
- Upgraded CAC emergency response protocols.
- Conducted Legal and Ethical Standards training for staff.
- Reviewed, revised, or established the following Department Policies:
 - o Training Policy
 - o AA-38 – General Information
 - o Violence and Threats in the Workplace
 - o Time and Labor Distribution System
 - o Employee Recognition and Awards
 - o Authority for Execution of Documents and Correspondence



Divina Francia
Board Assistant III

"COB provides a challenging environment for me. The high expectations create a desire to learn more and strive for excellence. Because of the supportive and challenging work environment at COB, I've seen growth in myself both professionally and personally since I joined the department."

EIGHT



Maria Tiscareño
Legislative Assistant II



Firestorm 2003

On Sunday, October 26, 2003, San Diego awoke to what would be the worst fire disaster in California history. By the time it was over, 2,400 homes and 380,000 acres had been lost to the fires.

Thousands of County employees rose to the occasion of the October Fires. Sheriff's Deputies evacuated people from the fire zones, Animal Services Officers cared for four-legged evacuees, and the County's Emergency Operations Center was activated as a focal point of disaster management and information.

Sunday evening the Clerk of the Board activated our Business Recovery Plan. Phone trees were used to immediately convey information to the employees of the department, our business recovery telephone line was activated to provide up-to-the-minute instructions, and by Sunday evening the Clerk of the Board web site was updated to give employees instructions, and to provide the public with information about our office hours during the disaster – no other County web site was updated as quickly!

Monday morning found Clerk of the Board employees at work, ensuring the operation of the Administration Center for essential County staff. On Tuesday we were on-site to facilitate a meeting of the Board during which a proclamation of emergency was ratified. As the devastating fires raged, the Clerk of the Board staff were playing our role in ensuring that the citizens of San Diego were well served by their government.

2004/2005 GOALS

- Establish a staff development tool to include better identifying levels of employee expertise as defined by their experience, knowledge and demonstrated capabilities in their position.
- Save an amount equal to or greater than 1% of salary and benefit costs to reduce ongoing pension costs.
- Establish staff development programs in the areas of basic budgeting/accounting and clerking meetings/parliamentary procedures.
- Establish a "Tenant's Guide to the CAC."
- Host CCBSA Annual Conference including the arrangement of presentations on topics of interest to Clerks of the Board.
- Establish and offer seminars to staff in areas such as the legislative process, legal and ethical standards, and/or fun in the workplace.
- Reduce workers' compensation claims through staff training, continuing the use of departmental safety committees, use of ergonomic equipment and participation in the County's Worksafe Stay-Healthy program.
- To ensure the quality and accuracy of the COB website, develop a plan to assign responsibility of various areas to staff and establish regular reviews.



Sarah Panfil
Board Assistant I

"Communication and cooperation are very important parts of teamwork. And a good sense of humor helps, too!"

NINE

"My main motivation for work is that I enjoy helping people. How can you help people if you are exhibiting a depressed state? Everyone has ups and downs, but you need to display cheerfulness at work."



Raul Ibañez
Board Assistant I



PROGRAM DESCRIPTION

The Legislative Services program provides support services to the Board of Supervisors such as the preparation and distribution of agendas and statements of proceedings, processing of official documents and legal publication requests, administering the referral tracking system, and maintaining the Rules of Procedure, Board Policy Manual and the County Charter.

Legislative Services also administers the Property Tax Assessment Appeals process, which entails accepting appeals, scheduling hearings, coordinating appeals board member training, clerking hearings, and other support services.

Additional responsibilities include clerking and providing support to Air Pollution Control District Hearings; Providing customer assistance to organizations applying through the Community Enhancement application process; Providing support to the City Selection Committee; Providing administrative assistance to County Hearing Officers.

2003/2004 ACCOMPLISHMENTS

Conducted monthly in-house training in processing Board of Supervisors actions, and Assessment Appeal application intake and data input

Streamlined the hardcopy distribution of the Board of Supervisors' Board meeting Agenda.

Provided public access to Notice Public Hearings on the Internet; include full-cost recovery.

Increased public access on the Internet to the Statement of Proceedings by utilizing hyper links within the Board of Supervisors Agendas.

Coordinated annual Assessment Appeals Board member training to meet state mandate and enhance member's skills.

Reduced processing of Board of Supervisors approved agenda items from a average of six days to two days completing processing of all agenda items within four days.

Decreased the time required to create the Internet Board of Supervisors Agenda and place it on the Internet by 2.5 hours.

2004/2005 GOALS

Coordinate annual Assessment Appeals Board member training to meet state mandate and enhance member's skills.

Develop and institute monthly in-house training sessions for program staff.

Streamline the process of Assessment Appeals Application hearing resets.

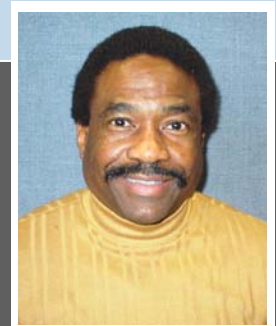
Review procedures for Board of Supervisors agenda creation and distribution.



Claire Tosh
Board Assistant II

"Our customers go away happy. They often compliment us. They say things like, 'I really dreaded coming here and I figured it would take hours,' but they find the experience pleasant. A lot of the feedback is non-verbal. Smiling, their eyes light up, they change their posture."

TEN



Cecil Fowler
Board Assistant II

"I treat people all the same. I give them my complete attention. I welcome them. I talk to them and ask them how they are doing. You have to remember that you are dealing with people so you can't be a robot. Make them feel like a person. Smile. Make them feel welcome!"

A Legacy of Continuous Improvement

In little more than 10 years, the resources required to perform the tasks that now encompass the Legislative Services program have been reduced from twenty-five people to ten and from five programs to one. Just as dramatic as our staffing reduction has been the reduction of time required to provide services while maintaining consistently excellent customer service.

Maintaining and keeping our automation current is essential to the efficient and effective functioning of Legislative Services operations. Strategic investments in technology have enabled us to operate with a lean and productive workforce. We rely on the Internet, Intranet and electronic mail as vehicles to our documents and information. We have made significant improvements with the initiation of the electronic processing of agenda materials, including scanning of agenda back-up. The Document Management System (DMS) has resulted in cost savings through elimination of paper processes, the consolidation of tasks related to the agenda process and faster access for the public and county staff to documents and records. Similar improvements have been made in the Assessment Appeals process where documents are scanned and linked to our CBAA database. During hearings, the scanned applications and appropriate materials are projected in the hearing room, thereby eliminating the need for duplicating files.

The reduction of time required to provide services has been significant to our customers. Board of Supervisors meeting minutes, which once required as many as 90 days are now routinely completed in a single day. The timeframe required to process Board meeting documents has been reduced from 150 days to seven. Board Policy Manual updates which once took 150 days are now completed in just seven days.

The use of new technologies and procedural changes have enabled us to move resources to the front lines to provide direct customer assistance. This is evidenced by the results of the CAO's Customer Satisfaction Survey, in which the Clerk of the Board consistently achieves the highest ratings in the County, in our internal customer surveys and in the glowing compliments of our customers.

Consistently Excellent Customer Feedback

Everyone was very helpful and cheerful, offices were spotless and everything was very smooth and efficient. Excellent job! Very pleasant and efficient.
-Jody S.

This department is very skilled and pleasant.
-Sharon O.

We were 100% satisfied.
-Wanda P.

Very exceptional service.
-Franklin N.

Second to none for the services.
-Ted G.

Your employees live up to the motto on the wall at the reception/information desk. Thank you.

Excellent and wonderful customer service.
-Sally A.

Very pleasantly surprised by friendly service.
-Angela T.

Everyone in this building was very pleasant.
- Jon H.

Everyone I deal with at COB is very nice and very helpful.

-Dan Goggin – O.F.P.

Very friendly, courteous people.
- Amy P.

Really a pleasant experience! I'm impressed!
-Henri A.

Great job! Very helpful.
-Tim M.

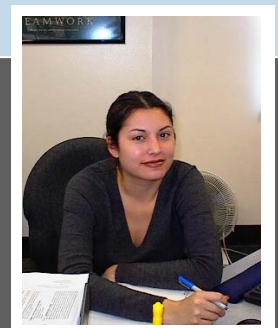
Best service of any County department.
-Alice R.



Marvice Mazyck
Board Assistant I

"One of the greatest strengths of this department is the exceptional teamwork that all staff use to help ensure that we meet the needs of our customers."

"A good team helps one another, pitches in. Everyone is aware of everyone else's job. You know when one person needs help without the person asking for it."



Sara Burt
Board Assistant II



PROGRAM DESCRIPTION

The Public Services program serves as the first point of contact for members of the public when they visit our office. The program provides services including passport application acceptance, notary public service, sales of money order and requests for official records. The program is responsible for scheduling County Administration Center (CAC) facility use by county, non-county groups or persons and coordinating usage of CAC rooms/facilities for special events. Public Services also provides management oversight for the Board General Office and administrative support to the District Offices.

Public Services serves the community and ensures regulatory compliance in the following ways:

- Highlights the County's Volunteer Program to increase public awareness, and recognize outstanding contributions from participants.
- Ensure public awareness of Board, Commission and Committee volunteer opportunities.
- Notifies County Boards, Commissions, and Committees of dates for Sunset review of BCC policies, and coordinate and report results in compliance with County policy.
- Provides information to the public concerning public officials by ensuring that mandated statements of economic interests are filed in accordance with established regulations.
- Assists the CAO by notifying Groups of dates for Sunset review of County policies, ordinances and codes.
- Review Regulatory and Administrative Code publishing.
- Ensure public awareness concerning Lobbyists ordinances.
- Responds to Public Records Act and Administrative Records request.
- Provides information to the public concerning public agencies by filing annual report.
- Maintains Regulatory and Administrative Codes.
- Conducts the department's financial oversight tasks in payroll, accounting and money order wire transfers.
- Provides development map services such as receiving tax security deposits, documents and fees; processing tax payments and refunds; releasing bonds and letters of credit.

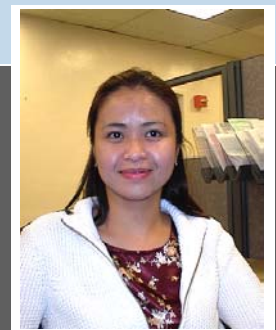


Frank Galang
Board Assistant III

"We try to provide Nordstrom type service at the point of engagement with customers. I'm proud. I have received a lot of those comments like, 'I thought all County employees...' I have heard that many times. I think it starts with the Department Head. He's got that value & he never lets up."

TWELVE

"The real essence of teamwork is that every member strives to cooperate towards a common goal for continuous team improvement. Despite our team's individual differences, we believe in each other's capabilities and make an effort to be productive the best possible way we can."



Maria Lee
Board Assistant II

Efficient and Effective Service

In recent years, Public Services has reduced staffing and substantially increased services provided while maintaining the best quality of customer service in the County. In fact, today's Public Services program is comprised of what was once four separate programs – a records program, fiscal program, publications program and reception. These programs were staffed by 15 people in eight narrowly-defined classifications such as "Board Records Supervisor" and "Publications Coordinator."

Since that time, Public Services has seen a significant increase in the number of services provided, either through the adoption of tasks once done by other departments, or through new initiatives. These additional services include passport application acceptance, coordinating the County volunteer program, administering the County's 100 Citizen Advisory Boards, Sunset Review of Board Policies and County Codes, notary public services, providing back-up to the Board reception area, serving as Filing Officer for elected officials' Statement of Economic Interests forms and Biennial Conflict of Interest Code Review as required by the Fair Political Practices Act.

All of these tasks are now done by ten Board Assistants reporting to a single Program Manager.

We have accomplished this through the establishment of the Board Assistant Series, an investment in technology and the streamlining of processes. Created in 1997, the Board Assistant series "broad-banded" job responsibilities and established clear career ladders with increasing degrees of responsibilities. Strategic investments in technology such as the Document Management System and the use of the Internet have allowed us to automate what were once labor-intensive tasks. A continual review of our processes and consideration of what elements are mandated and discretionary has resulted in the provision of essential services more efficiently than in the past.

By investing in our people, continually streamlining our processes, and applying appropriate technology, services are provided more efficiently, cost-effectively and with a level of customer service unmatched in the County.

Consistently Excellent Customer Feedback

Great service – nice improvement over the post office.

-Santee A.

Kisha rocks!

-Alison H

Raul is very accommodating and knowledgeable of his job. He is always willing to help and he is very professional.

-Ampy A.

Notarization de documento.

Excelente servicio.

-Maria A.

Great and fast service from picture to passport. Friendly staff.

-Amelia L.

Evelyn was a very nice woman – thank you!!

-Elana G.

Kisha was awesome – great customer service skills.

-Petito

Thank you for the exceptional service!!!

-Stacey and Chris

Nice clean facility to obtain passports for my children.

-Heidi L.

Sarah Panfil is an excellent employee. She likes people and she also likes her job.

-Bea B.

Frank was especially helpful and courteous as I am preparing for a trip abroad.

-Carmen S.

Lixya was wonderful and so pleasant.

-Charlene S., Land America and Lawyers Title.



Lixya Preston de Silva
Board Assistant III

"An old Japanese philosophy says to treat everyone who comes into our lives everyday as if we were the last human connection the person would have. Let's have all our customers take away from us a huge smile and a kind word."

"Smile, it costs you nothing. Be passionate about what you do and let your actions show that you care and you are here to do and give your best at all times. Always be courteous, respectful and tactful to customers. Be a good listener and maintain eye contact with your customers."



Grace Andoh
Program Manager

2004-2005 GOALS

- Implement a quality review of two procedures: Preparing Board records for microfilming and Records requests.
- Increase customer satisfaction by monitoring and identifying opportunities to improve Customer Satisfaction through the use of customer survey cards, participation in the mystery shopping program, and participation in the county-wide customer satisfaction survey.
- Conduct a review of the County's Conflict of Interest Codes and provide to the Board of Supervisors a written report.
- Assist the CAO by notifying Groups of dates for Sunset review of County Policies, ordinances, and codes.
- Increase public awareness of Board, Commission, and Committee volunteer opportunities.
- Highlight the County's Volunteer Program to increase public awareness, and recognize outstanding contributions from participants.
- Rotate Public Services staff to facilitate monthly notary training sessions.
- Conduct quarterly audit on Boards, Commission and Committee database.

2003-2004 ACCOMPLISHMENTS

Increased revenue associated with passports, notary public and money order sales.

Redesigned counters in the Public Services program to recognize the significance of accommodating families.

Reviewed, revised and established the following department policies:

Lobby Display, Lobby Policy, Lost and Found Property Disposal, Facility Use, Hiring, Procedures, Fund Handling & Cash Deposit Procedure. Passport Acceptance, Map Procedure, CAC Parking Procedures, Room Reservation, and Docket Procedures.

To enhance customer services, all nine-passport agents within the Public Services program received new or continuous training from the Department of States, thereby achieving 100% designation for all staff as U.S. Passport acceptance agents.

To keep updated on the laws, notary publics receive monthly training, and a quarterly audit process has been established to ensure compliance with applicable laws and practices.

Public Services program conducted fraud-prevention training for notary publics within the program.

Public Services program participated in the following professional-development training:

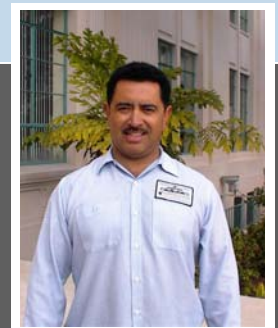
- The Basics of Knock-Your-Socks-Off Customer Service
- Communicating a Professional Image in the Workplace
- Professionalism in the Workplace
- Communicating with Diplomacy and Tact
- Clerical Academy Training
- Supervisory Academy
- Advanced Discipline for Management/Supervisors
- Successful Interviewing
- Beginning and Advance Passport Agents Training
- Access, Word, Excel and other computer training



Evelyn Lam
Board Assistant II

"I'm always happy to help the customers. When my customers leave happy it makes me happy, too."

"Working outside, across from the bay, and getting paid for it too. It can't get any better than this!"



Jose Gomez
Gardener II



Maria Tiscareño – Legislative Assistant

PROGRAM DESCRIPTION

The Clerk of the Board serves as the Executive Officer of the Board in providing administrative support to, and management of, the Board General Office operations. The Board General Office supports the reception area for the Board, supports the Board Chair through the Chair's Assistant, and assists in the procurement of supplies to the Board Offices. The Clerk of the Board is also charged with providing budget/fiscal procedure support for Board District Offices, maintaining management reports for salary/benefits, services and supplies, fixed assets and special expenses to assist in developing budget proposals and tracking expenditures, and administering personnel matters related to the Board District Offices.

Restoration of CAC Historic Art

The County Administration Center is home to a number of historic art works dating back to the era of the Works Projects Administration of the 1930's when local artists were commissioned to create oil paintings of the area's architecture, landscapes and seascapes.

One such artist was Charles Reiffel. Reiffel was born in Indiana in 1868 and worked as a lithographer in the US and in England. After receiving international acclaim for his modern approach to painting, Mr. Reiffel moved to San Diego in 1925 and resided here until his death in 1948.

This year, three of Reiffel's finest works were restored and reframed. "La Jolla Cove," "Waterfront," and "The Invasion" were marred by nicotine damage, dust and discoloration as well as acid leach from the board supports and iron leach around the nails in the frames. Each was cleaned, stabilized and encased in custom gold gilded, Plein Air style frames by award-winning conservators and frame makers in a process overseen by the Clerk of the Board with the financial backing of the Treasurer/Tax Collector.

The results have been stunning. Cleaning the art brought back the original shades of color and restored a sense of depth to the work. The new frames present the pieces as the historic works they are.

This year all of the remaining WPA-era art in the Administration Center will be similarly restored with support from the District 4 Community Projects Fund.

The Clerk of the Board is proud of our work as the custodian of the Administration Center and is pleased to play a role in restoring some of the County's finest works of art.



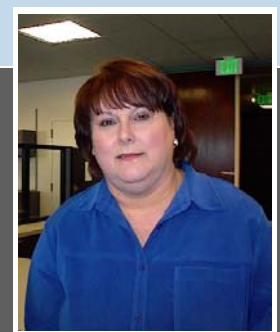
(Left to right): Janos Novak (Frame Maker & Gilder), Sarah Murray (Conservator), Treasurer/Tax Collector Dan McCallister, Supervisor Pam Slater-Price, Joan Seifried (Appraiser), Supervisor Greg Cox.



Kellie Kellogg
Board Assistant II

"I love helping people and being of service. I think the strengths I bring to the department include my sense of humor, my way of getting along with people, of getting things done and demonstrating positive leadership."

"I have over 23 years of County government experience and yet I still feel challenged. I think that's because of the wide array of activities in this department as well as the high expectations of the department head. It's rewarding to feel so engaged in my work."



Denise McClendon
Board Assistant III



PROGRAM DESCRIPTION

The Facilities Services program of the Clerk of the Board of Supervisors is responsible for maintaining the 18-acre property of the County of San Diego at the Embarcadero District of the City of San Diego. The complex houses the County Administration Building and the JB Askew Building with more than 360,600 square feet of public meeting rooms, office space, and public health facility. It also includes 212,694 sq. ft of landscaped areas, a lath house, and two parking lots with a total of 1,100 parking spaces.

Facilities Services is responsible for maintaining and improving life-and-fire safety conditions of the facility; providing efficient operation of facility systems and equipment, effective management of CAC major maintenance projects, personnel and historical preservation of the building, sufficient availability of security and custodial services to tenants and public at the facility; and quick response to all types of equipment and personnel emergencies.

2002/2003 ACCOMPLISHMENTS

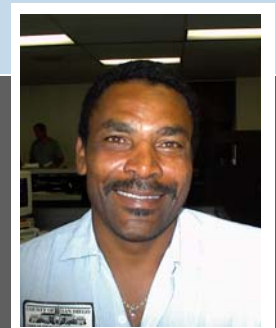
- Removed ACM in sprayed-on fireproof material in acoustic ceilings in rooms 070, 063, 065, 066, 073, 163, 164, 165, 166.
- Installed four self-contained Air Conditioning units in room 092 and air handler unit in CTN editing room.
- Saved more than 12% in energy consumption from prior year.
- Completed testing of CAC Fire Alarm System every quarter.
- Installed 7 shower facilities in south basement restrooms.
- Refurbished Board member's restroom.
- Installed Wellness Room in north basement.
- Renovated hallway in south basement.
- Refurbished flagpole in east plaza.
- Tested Chiller and Boiler safety devices.
- Installed ventilation duct in new sheriff's office.
- Cleaned and sealed rain gutters in NE and SE domes.
- Refurbished recess lights in Board Chamber.
- Adjusted Boiler stack emission to conform to APCD requirement.
- Installed more than 30 clock/timers lighting and equipment system.



Darnell Johnson
Construction Services
Worker II

"I enjoy my work because it's constantly changing, it keeps me interested and there's always more to learn and time to grow."

"It's important that we provide excellent customer service because it creates good working environment for the staff and makes our customers more appreciative of what we do"

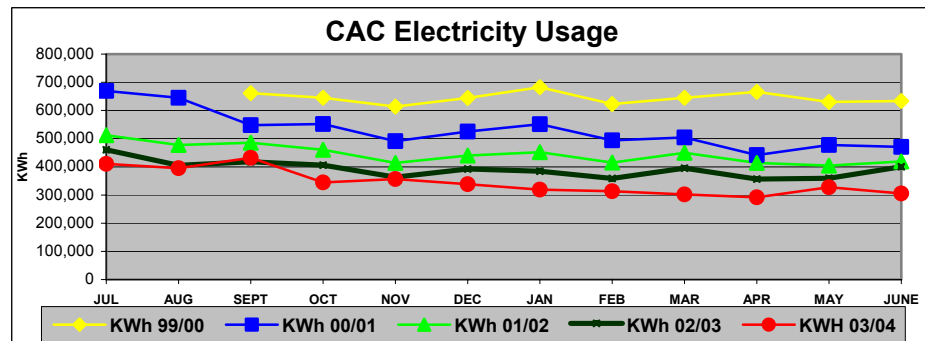


Carlos Hyche
Building Maintenance
Engineer Assistant

Maintaining Pride in the CAC

In January 1996, the Board appointed the Clerk of the Board to be administrator of the County Administration Center (CAC). Since that time, we have spearheaded efforts to improve the health, safety and beauty of this historic facility. Our historic renovation project included the reopening of floors 6, 7 and 8. This \$6.1 million project was completed on time and under budget and has been recognized by receiving two major awards: Save our Heritage Organization (SOHO) and an Orchid Award for Historical Preservation. Major retrofits have been completed providing more efficient and cost effective means for heating, ventilation and air-conditioning. We have completed the CAC Concept Master Plan and the new fire alarm system. We hold monthly CAC tenants meetings to set priorities, coordinate projects and plan facilities budget issues.

A major focus of the Facilities Services program over the past five years has been to reduce the operating costs of the County Administration Center by focusing on energy conservation and equipment modification. Efforts such as installing motion detectors in meeting rooms to turn off the lights when they are not in use, reducing hours of operation of the nightlights and fountains, and replacing light fixtures with more high-efficient lighting systems, have resulted in a reduction in the use of electricity by more than 15% each year. Equipment modifications in public restrooms have resulted in a reduction of water usage and limiting the hours during which boilers are in operation has resulted in a reduction of natural gas usage by over 20%.



With the Board's support, Facilities Services will ensure that the historic County Administration Center will continue to bring a sense of pride to all citizens and visitors.

Consistently Excellent Customer Feedback

Ray is awesome! Great representative for COB!
-Brian Salmon

I want to compliment your staff for going over and above the call of duty to assist me and the Commission on the Status of Women last night. The customer service skills of the Clerk's office were shining.
-Nancy Schum – D.H.R.

I would like to thank James Parks and the rest of the group that assisted in the preparation of the Tax Tent this April. Your immediate attention to our concerns especially with the water pipe emergency is greatly appreciated. As in the past you and your team have always been available to assist our department. Thanks to all!
-Sandy Taitano - Treasurer Tax Collector's Office

Carlos is tops in customer service!
-Anne T.

Frank was incredibly helpful in letting us borrow a cart and helping us load it. Thank you!
-Henry P.

John is pleasant to work with – he is always willing to help with a happy attitude.
-Jesse V.



Ariel DeJesus
Building Maintenance
Engineer

"Cooperation and teamwork make the department stronger, efficient and successful."

"Everyone is sharing talent, information, and mistakes. We collectively learn from one another and that helps us serve and support our customers better everyday."

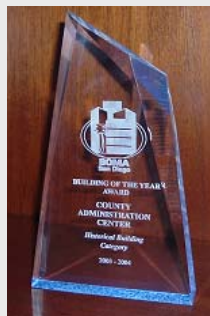


Sid Alvendia
Building Maintenance
Engineer

2004/2005 GOALS

- Decrease operating costs of the CAC facility by focusing on energy conservation and equipment modification.
- Implement quality review of two procedures in FS.
- Review and update the CAC Equipment List in the MP2 Program.
- Review and update the BME daily rounds procedure.
- Repair stress cracks on first floor hallway ceiling.
- Remove tire stops in north and south parking lots.
- Repair signposts and add color-coded signage in the parking lots.
- Refurbish signage in building hallways.
- Clean ventilation ducts in restrooms.
- Refurbish carpets in 3rd floor hallway.
- Replace windows in SE basement restrooms.
- Clean all historical light fixtures in the lobby.
- Install exhaust fans in basement SE restroom.
- Trim all trees in the facility.
- Complete 5-year maintenance tasks on all transformers in the facility.
- Replace water pressure regulators in the boiler.
- Thatch, aerate and fertilize lawns.
- Replace colors/flowers in planter boxes on North and South entrances.
- Replace plants on NW plaza.
- Trim hedges and bushes around CAC perimeter.

County Administration Center Honored by BOMA as Office Building of the Year



Founded in 1967, The San Diego chapter of the Building Owners and Managers Association (BOMA) is the largest local professional association devoted exclusively to the office building industry. Members of BOMA San Diego represent all facets of the industry. Combined, these individuals represent more than 25 million square feet of office space in San Diego.

BOMA San Diego hosts an annual awards competition to recognize excellence in the commercial building management industry. The Office Building of the Year (TOBY) competition is held in conjunction with BOMA International.

The prestigious TOBY Award is bestowed as the highest mark of excellence for office building management and is the most all-inclusive program in the commercial real estate industry. All facets of a building's operations are thoroughly evaluated during the judging process by a panel comprised of industry professionals, including architects and commercial building managers.

The evaluation criteria for the TOBY Award includes tenant relations programs, community involvement, emergency evacuation procedures and continuing education for building personnel.

The County Administration Center was honored as the 2003/2004 TOBY Award recipient in the category of Historical Buildings.

The Clerk of the Board is proud of our role as the custodian of the historic County Administration Center. We are committed to the maintenance of the building and its landscapes and gardens.



John Young
Building Maintenance
Engineer Assistant

"Working at CAC, you can't help but love coming to work everyday"

"What I like best about working here is that all programs work together for a common goal--to provide excellent service"



Carlos Ruiz
Gardener II



PROGRAM DESCRIPTION

Established by the Board of Supervisors in December 1997, this program supports major maintenance projects at the County Administration Center. Under direction of the Clerk of the Board of Supervisors and in consultation with CAC tenant departments, projects are established to maintain the historic building and grounds. In FY 99/00 and again in FY 00/01, the Board of Supervisors action creating a Countywide Deferred Major Maintenance Program supplemented this budget.

The mission of this program is to provide major maintenance services to common areas of the County Administration Center.

2003-04 ACCOMPLISHMENTS

Kids

- Continued to maintain the grounds to provide a safe and enjoyable environment for the use of families and their children.

The Environment

- Replaced the roof on portions of the southeast wing of the building.
- Completed the electrical system improvement project.
- Planned and implemented an HVAC distribution system renovation project for specific areas of the building.

Safe and Livable Communities

- Continued with the ongoing building security modification projects.
- Began construction on the elevator replacement project.

2004-06 OBJECTIVES

- Replace the domestic hot water heater with a new, more energy efficient model.
- Repainting of basement hallway and Tower conference rooms.
- Replacement of basement washroom windows.
- Complete the elevator replacement project.
- Complete the northeast basement abatement and renovation project.
- Complete construction of an accessible washroom on the basement level.
- Begin the multi-year plan for repainting public areas of the County Administration Center.



Harold Randolph
Program Manager

"Strong leadership and a focused vision have established a culture that allows us to provide excellent customer service. Teamwork is the foundation of providing that excellent customer service."



Frank Ortega
Facilities Superintendent

Financial Outlook

Clerk of the Board of Supervisors

2003-2004 Annual Report

| | FY 2002-2003 Actuals | FY 2003-2004 Adopted | FY 2004 – 2005 Approved |
|---|-------------------------|-------------------------|----------------------------|
| CLERK OF THE BOARD | | | |
| Executive Office | | | |
| Staffing | 5.0 | 5.0 | 5.0 |
| Budget | \$578,946 | \$1,107,752 | \$948,138 |
| Public Services | | | |
| Staffing | 10.0 | 10.0 | 11.0 |
| Budget | \$562,416 | \$685,151 | \$786,938 |
| Facilities Services | | | |
| Staffing | 12.0 | 12.0 | 11.0 |
| Budget | \$2,855,205 | \$3,030,034 | \$3,065,188 |
| Legislative Services | | | |
| Staffing | 10.0 | 10.0 | 10.0 |
| Budget | \$558,482 | \$788,444 | \$794,355 |
| CLERK OF THE BOARD TOTAL | | | |
| Staffing | 37.0 | 37.0 | 37.0 |
| Budget | \$4,555,049 | \$5,611,381 | \$5,594,619 |
| BOARD OF SUPERVISORS/GENERAL OFFICE | | | |
| District 1 | | | |
| Staffing | 11.0 | 11.0 | 10.0 |
| Budget | \$805,949 | \$1,027,346 | \$1,027,346 |
| District 2 | | | |
| Staffing | 12.0 | 12.0 | 11.0 |
| Budget | \$932,029 | \$1,094,121 | \$1,054,121 |
| District 3 | | | |
| Staffing | 12.0 | 12.0 | 11.0 |
| Budget | \$836,857 | \$1,015,560 | \$1,015,560 |
| District 4 | | | |
| Staffing | 12.0 | 12.0 | 12.0 |
| Budget | \$820,894 | \$1,027,346 | \$1,027,346 |
| District 5 | | | |
| Staffing | 13.0 | 13.0 | 13.0 |
| Budget | \$919,074 | \$1,114,642 | \$1,114,642 |
| General Office | | | |
| Staffing | 2.0 | 2.0 | 2.0 |
| Budget | \$1,040,812 | \$922,823 | \$940,845 |
| BOARD OF SUPERVISORS TOTALS | | | |
| Staffing | 62.0 | 62.0 | 59.0 |
| Budget | \$5,355,615 | \$6,201,838 | \$6,179,860 |
| COUNTY ADMINISTRATION CENTER MAJOR MAINTENANCE | | | |
| CAC Major Maintenance | | | |
| Budget | \$1,949,904 | \$778,800 | \$375,000 |

Service to the Community/Conclusion

Clerk of the Board of Supervisors

2003-2004 Annual Report

Service to the Community

Staff of the Clerk of the Board department are committed to the County of San Diego. This is demonstrated by their involvement in both County organizations as well as other civic and community projects. This year, the department has generously supported the Blood Bank, United Way/CHAD, County Employees Charitable Organization (CECO), American Cancer Society, the March of Dimes, the Susan G. Komen Breast Cancer Foundation, the MS Walk, AIDS Walk San Diego, Coronado Islander Sports Foundation, Elder Help of San Diego, Athletes Helping Athletes, Escondido Humane Society, American Liver Foundation, and other local charities. The Department created the "Tree of Hope" in the CAC lobby during the holidays, providing an opportunity for county staff and the public to make donations for ornaments to be placed on the tree, as well as other fund raising with all donations given to support the children of the Polinsky Center, patient residents of Edgemoor Hospital, and youth of San Pasqual Academy.



Among the charities supported by the department this year was the Multiple Sclerosis Society.

The Clerk of the Board is active in the California Clerk of the Board of Supervisors Association, where he is a past President and currently serves on the Conference Committee. He participates in the California Association of Clerks and Election Officials as well as local organizations which focus on property management and facilities administration. The Clerk and department staff serve as speakers and provide assistance to many community and professional organizations.



2003-2004 Clerk of the Board Department Celebrations Committee – James Parks, Evelyn Lam, Divina Francia, Darnell Johnson, Raul Ibañez, Lixya Preston de Silva.
Not pictured: Cristina Carles, Claire Tosh.

Conclusion

We are proud of our work as the custodians of the historic County Administration Center. We are pleased to be recognized year after year for providing the highest levels of customer service. It is a privilege and honor to serve the citizens of San Diego County and the Board of Supervisors. We look back with satisfaction on a legacy of accomplishment and we look forward to overcoming the challenges ahead of us. We will continue to seek ways to make our operations more efficient, we will continue to explore new and creative methods to improve and provide the most cost-effective service delivery to our customers, and we will continue to work hard to perform our tasks in a manner that earns the trust and respect of the people we serve.

Clerk of the Board of Supervisors Team

Clerk of the Board of Supervisors

2003-2004 Annual Report

Executive Office

Thomas J. Pastuszka
James W. Browning
David Hall
Divina Francia

Executive Officer/Clerk of the Board of Supervisors
Chief Deputy, Operations and Finance
Chief Deputy, Programs and Personnel
Board Assistant III

Legislative Services

Harold Randolph
Adair Gomez
Denise McClendon
Sara Burt
Cecil Fowler
Claire Tosh
Cristina Carles
Roberta Cruzen
Marvice Mazyck

Program Manager
Board Assistant III
Board Assistant III
Board Assistant II
Board Assistant II
Board Assistant II
Board Assistant I
Board Assistant I
Board Assistant I

Public Services

Grace Andoh
Frank Galang
Lixya Preston De Silva
Kellie Kellogg
Evelyn Lam
Maria Lee
Lakisha Gross
Raul Ibañez
Diana Ortiz
Sarah Panfil

Program Manager
Board Assistant III
Board Assistant III
Board Assistant II
Board Assistant II
Board Assistant II
Board Assistant I
Board Assistant I
Board Assistant I
Board Assistant I

Facilities Services

Frank Ortega
Sid Alvendia
James Parks
Ariel De Jesus
Carlos Hyche
John Young
Raymond Mahler
Darnell Johnson
Jose Gomez
Carlos Ruiz
Lennox Birckhead

Facilities Superintendent
Building Maintenance Engineer
Building Maintenance Engineer
Building Maintenance Engineer
Building Maintenance Engineer Assistant
Building Maintenance Engineer Assistant
Building Maintenance Engineer Assistant
Construction & Services Worker II
Gardener II
Gardener I
Intermediate Clerk Typist

Board General Office

Erika Black
Maria Tiscareño

Chair's Assistant
Legislative Assistant II

2003/2004 Clerk of the Board Staff Recognition

Clerk of the Board of Supervisors

2003-2004 Annual Report

Clerk's Award Recipients:

Frank Galang, Evelyn Lam, Diana Ortiz, Lakisha Gross, Claire Tosh, Sarah Panfil, Maria Lee, Lixya Preston de Silva, Maria Tiscareño.



Quarterly Award Recipients:

Maria Lee, Ariel De Jesus. Not pictured: Gloria Hinkley, Carlos Ruiz.



Annual Award Recipients:

Divina Francia, Frank Galang, Sid Alvendia, Frank Ortega, Kellie Kellogg, Grace Andoh. Not pictured: Harold Randolph.



Mission:

"To provide the residents of San Diego County with superior County services in terms of quality, timeliness, and value in order to improve the region's quality of life."

Guiding Principles:

- Provide for the safety and well-being of those San Diego communities, families, individuals, and other organizations we serve.
- Ensure the County's fiscal stability through periods of economic fluctuations and changing priorities and service demands.
- Preserve and enhance the environment in San Diego County.
- Promote a culture that values our employees, partners, and customers and institutionalizes continuous improvement and innovation.

Vision:

"A County government that has earned the respect and support of its residents."

Strategic Initiatives:**Kids**

- "Improve Opportunities for children."

The Environment

- "Promote natural resource management strategies that ensure environmental preservation, quality of life, and economic development."

Safe and Livable Communities

- "Promote safe and livable communities."

Required Disciplines:

To sustain operational excellence and serve as key enablers of the Strategic Initiatives

- Fiscal Stability
- Customer Satisfaction
- Regional Leadership
- Skilled, Competent Workforce
- Essential Infrastructure
- Information Management
- Accountability/Transparency
- Continuous Improvement

County Strategic Plan
Walter F. Ekard, Chief Administrative Officer

Responsible for efficient and effective administration of Clerk of the Board services and programs | Serve as Executive Officer to the Board of Supervisors providing support to the Board Offices | Establish and carry-out department Mission, Goals, Code of Ethics and policies and procedures | Design and implement departmental responsibilities consistent with values which are systems thinking, future-oriented, focus on participative management, and which place value on persons and is service oriented | Attend and provide support to Chair and Board Members at meetings and serve as Clerk at Board and Special District meetings | Administer and ensure compliance with County policies and procedures | Process, track and maintain files of referrals of communications to the Board, Chief Administrative Office and county departments | Provide support to each Program of the department | Coordinate communication with staff, via Clerk's Electronic Bulletin Board, maintain official Department bulletin board, suggestion box | Coordinate with Board offices for execution of documents, and docketing of agenda items | Respond to Board member and staff inquiries and referrals and act as a resource to other county departments in regard to Board actions | Respond to public inquiries and provide assistance and/or referral as appropriate | Support and be actively involved in Departmental Equal Employment Opportunity Policy and Program | Update and maintain department Executive Office Codes and Manuals library | Maintain schedule for Department Conference Room | Receive and process mail and communications | Execute documents on behalf of the Board and Special Districts | Review and make recommendations on proposed legislation | Participate on task forces and working groups as appropriate | Serve on the County Executive Team and carry out leadership responsibilities, Chief Administrative Officer/County Mission Statement, administrative policies and strategic directions of the County | Act as liaison with other government entities | Represent the County at statewide professional organizations related to the Office of Clerk of the Board of Supervisors | Serve as Parliamentarian to the Board of Supervisors and Special Districts | Oversee departmental personnel processes such as interviewing, hiring, training and disciplinary actions and maintain related files | Assist Departmental Employee Recognition Committee | Oversee quality review programs, such as Customer Survey program and Total Quality Management procedures | Manage departmental resources efficiently including preparation and monitoring of Department and Board General Office Program and Line Item Budgets | Prepare CRs (Communications Received) and FCs (Filed Communications) | Maintain and update fixed assets inventory for Clerk of the Board and Board of Supervisors General Office | Procure services and supplies, minor tools and equipment and fixed assets for Clerk of the Board and Board General Office, and assist Board Offices in this function | Prepare and process trust fund reports | Prepare fiscal claims for Clerk of the Board, Board General Office and BOS & staff | Process payment and renewal of PO's and BPA's for the department | Communicate fiscal updates and deadlines to BOS staff | Maintain and update BOS Special Events Trust Fund balances | Responsible for maintaining Lobbyist Lists database, quarterly and annual (with client listing) distribution, receipt and processing of forms, maintaining appropriate files and responding to inquiries related to the Lobbyist Ordinances | Maintain Conflict of Interest Codes, prepare annual distribution and receive and process Conflict of Interest filings, conduct biennial code review (even years), maintain files and respond to inquiries related to Conflict of Interest | Prepare and maintain Roster of County of San Diego Boards, Commissions and Committees, process appointments and vacancies, maintain appropriate files and reports, and respond to inquiries regarding Boards, Commissions and Committees | Prepare and maintain Roster of Appointments of Members of Board of Supervisors to Boards, Commissions and Committees | Responsible for the Master Calendar | Process recordation of maps | Receive subpoenas, summons, and appeals documents for Board of Supervisors, Clerk of the Board and County of San Diego | Maintain official County documents (Charter, Board Policy Manual, Administrative and County Codes) and manage records | Prepare administrative records | Maintain Board of Supervisors tape cassette and video tape library | Responsible for updates to County Code, Administrative Code, Board of Supervisors Policy and Zoning Ordinance | Responsible for document numbering log | Maintain Lobby Information area | Provide Notary Service to the public | Conduct monthly notary public training | Perform regular audits of notary transactions | Responsible for the destruction of Board of Supervisors records, payroll, fiscal and personnel records in accordance with the retention schedule | Oversee contract compliance for County and Administrative Codes | Assist County Department Volunteer Programs with referrals to United Way Volunteer Center and other volunteer resource agencies/organizations and other assistance as appropriate | Research Board of Supervisors records and recover revenue as appropriate | Coordinate suggestion awards program | Prepare and manage Public Services Fiscal Year (Operational) Budget | Process parking permit forms | Maintain conference rooms schedules | Account for revenues and fees as appropriate | Coordinate and maintain Clerk of the Board Home Page on Internet | Prepare payroll and/or fiscal claims for Clerk of the Board, Board General Office, Board of Supervisors and staff, Assessment Appeals Boards, APCD Hearing Board, County Hearing Officers, and maintain related files | Assist and provide staff information on employee benefits | Public Agencies: Annual filing with the State of changes in officers of certain Public Agencies, i.e., County Service Areas, Special Districts such as Air Pollution, Flood, Sanitation, etc. | Accept United States Passport applications | Issue Money Orders | Process payments for wire transfers on money orders sold | Process deposit permits on checks and cash received | Operate cash register | Prepare and maintain Facilities Services work orders | Process applications for CAC events by non-governmental entities and outside users | Art Halls/Art Walls | Collect dishonored personal checks | Maintain petty cash and change funds | Monthly deposit reconciliation | Process service awards for COB and BOS staff | Process records for microfilming | Upload microfilm reel and frame information to Cyberdocs | CAC information referral | Responsible for emergency, routine, corrective, major, grounds, security, maintenance and space planning services for the County Administration Center | Responsible for maintaining and improving life and fire safety conditions of the County Administration Center | Establish policies and processes for County Administration Center | Prepare work orders, major/minor maintenance | Provide for the efficient operation of facility systems and effective management of CAC major maintenance projects | Oversee contract compliance relating to County Administration Center complex | including custodial services, security services, uniform maintenance and express services | Prepare and manage Facilities Services Fiscal Year (Operational) Budget | Preserve and maintain the historical features of the building | Account for revenues and fees as appropriate | Prepare and distribute Board of Supervisors and Special Districts Agendas | Prepare and distribute Statement of Proceedings and Minutes for Board of Supervisors and Districts, process documents as appropriate, maintain Ordinance and Resolution logs | Process legal publications requests, and perform other noticing | Provide support to APCD Hearing Board and Assessment Appeals Hearing Board (Clerking, agendas, statements, notices, acceptance of applications, requirements for hearings and/or postings and mailings) | Maintain Redbook/Board Calendar/Statement Tracking Log | Administer Referral Tracking System - referrals from Board meetings | Update and maintain Board Policies and Ordinances on the Internet | Post Agendas and Notices | Provide assistance to Hearing Officers including Nuisance Abatement Hearings and Taxi Cab Hearings | Maintain email subscription lists and distribution labels for the Board of Supervisors and Special Districts Agendas and Statement of Proceedings | Process Closed Session, Administrative Code Section 123 documents, and Community Enhancement applications and contracts | Prepare and manage Legislative Services Fiscal Year (Operational) Budget | Provide support to City Selection Committee | Administer and support carrying out Labor Relations Ordinance by processing Labor Relations documents, maintain files and serve as liaison with Labor Relations office (Unfair Labor Practice, Representation Petitions, Requests to be Recognized) | Process Assessment Appeals applications and mail | Maintain and ensure quality review of Assessment Appeals database | Schedule Assessment Appeals hearings and resets, process stipulations and withdrawals, send meeting notices prepare and transmit agendas and minutes and maintain records and tape cassette library related to Assessment Appeals | Review monthly Assessment Appeals Statistical Report | Process Assessment Appeals Findings | Coordinate mandated Assessment Appeals members' yearly training



Clerk of the Board of Supervisors 2003-2004 Annual Report
"Providing consistently excellent service and support to the Board of Supervisors
and the people we serve in an efficient and friendly manner."
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